Exhibit 2.3.f: Policies for Candidate Complaints

It is the policy of the unit that a candidate may have a prompt and formal resolution of his or her concerns and grievances about unit procedures, curriculum, and personnel. The unit's Office of the Dean maintains a record of formal candidate complaints and resolutions. These complaints are regularly reviewed by the various programs in which the complaints originate under the direction of the Dean. The following outlines the general policy steps taken by the typical candidate:

Any informal complaint by candidates may be discussed with the unit's dean, chairs, or faculty at any time. If the concern is one that warrants formal attention, the following steps must be documented.

1) The candidate should discuss the specific concerns with their School of Education faculty advisor. Informal concerns may be presented orally; yet, formal concerns should be presented in writing from the candidate **(SOE Complaint Form).**

2) The faculty advisor documents the concerns and seeks to find proper resolution. If the concerns are not resolved in this step, the candidate should request a meeting with the chair of the department offering the program. The faculty will also attend the meeting.

3) The program chair will document the concerns of the candidate and write a response to the concern. If the concerns are not resolved in this step, the candidate should request a meeting with the unit dean. The faculty advisor and program chair will also attend the meeting.

4) The unit dean will document all formal concerns and potential resolutions. After consultation with all parties involved, the unit dean will resolve the concerns of the candidate in an objective manner that best serves the Unit. A formal letter is sent to the candidate documenting the rationale for the actions taken.

5) If the concerns related to the unit's procedures, curriculum, and/or personnel are not resolved in any of the previous steps; the candidate should request a meeting with the vice chancellor for academic affairs. The Vice Chancellor for Academic Affairs will review all documentation, meetings, notes, etc., and schedule follow-up meetings with all parties involved. The resolution of the Vice Chancellor for Academic Affairs will be documented and communicated to all. The resolution is final.

UNIVERSITY OF ARKANSAS AT PINE BLUFF

SCHOOL OF EDUCATION

ACADEMIC CENTER 1, ROOM 229

STUDENT COMPLAINT FORM

STUDENT INFORMATION	
NAME: ID#:	COMPLAINT YEAR: 20___ FALL ( ) SPRING ( ) SUMMER 1 ( ) SUMMER 2 ( ) (PLEASE CHECK SEMESTER)
SCHOOL ADDRESS:	
HOME ADDRESS:	
UAPB EMAIL ADDRESS:	
PERSONAL EMAIL ADDRESS:	
CELL TELEPHONE NUMBER:	
COMPLAINT INFORMATION	
COMPLAINT DETAILS: _____ _____ Signature of Student Date	
OFFICE USE ONLY	
CORRECTIVE ACTION BY PERSON(S):	
CORRECTIVE ACTION FOLLOW-UP:	
DEAN'S COMMENTS:	